

# Troubleshooting Restore or Update the Connect App on Your Child's iOS Device

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*Applies to: Insights and Premium Members*

*Child's devices: iPhone and iPad*

## Missing Connect App Icon or Updates

The following troubleshooting steps are used when the Connect App is installed on a Child's Device, but the icon or app needs a manual update.

### Restore the Connect App Icon

Your Child can delete the Connect App icon from their iPhone or iPad, but that does not delete the Connect App. The missing icon can be a problem for Premium Members. Your Child would open their Connect App to ask you for Play time or access to blocked websites.

On your Child's iPhone or iPad:



1. Swipe left until you see the **App Library**  
Tap in the *App Library search*
2. Type **Connect**
3. Hold your finger on the **Connect App** icon  
Tap **Add to Home Screen**

A Parent with a Premium Membership can use their Connect App as a remote control to allow access. However, it is easier if your Child uses their Connect App to ask you for the change. Their Connect App will copy the information so all you (the Parent) needs to do is [Approve Quick Time Access in the iOS App](#), [Approve a Borrow Request](#) or [Ignore a To Do](#) item.

### Manually Update in the App Store

You may be running an out of date version of the Connect App if you have turned automatic updates off. Some iOS users turn the automatic updates off to avoid unexpected mobile data charges or because they want to choose what is updated.

On a Parent's or a Child's iPhone or iPad:



1. In the **App Store**, search for "**Family Zone Connect**"  
Tap **UPDATE**
2. Or in the What's New screen, tap **UPDATE**
3. After the Connect App downloads, tap **OPEN**

For more details on updating apps in the App Store

- See, [support.apple.com/en-au/HT202180](https://support.apple.com/en-au/HT202180)

We recommend you set the App Store to automatically update apps. See Apple's website for information about allowing apps and updates to be downloaded over mobile data.

- See, [support.apple.com/en-au/guide/iphone/iph3dfd91de/ios](https://support.apple.com/en-au/guide/iphone/iph3dfd91de/ios)
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